

SERVICE LEVEL AGREEMENT (SLA) REQUIREMENTS
Attachment #8
RFP 2026-1600-0062
Alaska Opioid Treatment Program Central Registry

Each service level requirement presented establishes the performance standards (Service Level Agreement or SLA) expected by the State in this application/system. Failure to achieve any performance standard may, at the discretion of the State, result in financial offsets applied to the operating fees.

Monthly Reporting

The Offeror is wholly responsible for monitoring performance against the SLAs within this RFP. This report is due on the 10th day of each month and must provide Monthly Reporting for the prior month's performance. The Offeror must make available all report and/or data used in the determination of SLA compliance and the calculation of performance. If necessary, the Offeror may provide additional explanation related to application/system performance for the State's consideration. The Offeror must submit a Corrective Action Plan to the State for review and approval of any performance standard missed for two consecutive months. Corrective Action Plans must be submitted within ten (10) business days of the missed SLA.

Service Level Requirements

- The application/system will maintain 99.9% uptime measured monthly.
- The Offeror will communicate planned downtime due to upgrades or routine maintenance to DOH thirty (30) calendar days prior to downtime.
- The system must be available for processing to meet all production schedules, and for user inquiry, update, and ad-hoc queries twenty-four (24) hours per day, seven days a week except for regularly scheduled maintenance.
 - If the system is anticipated to be down for more than twenty-four (24) hours, the Offeror will employ the procedural steps necessary to switch to a backup system. Migration to the backup system shall begin no later than 24 hours after an unplanned outage begins, unless mutually agreed-upon with DOH.
- DOH and the Offeror will mutually develop no less than five (5) representative operational queries and performance expectations during the Clarification Period that the Offeror will run and report on automatically each day to verify/validate that the system response times are acceptable for end-users (queries, screen to screen, data entry, file transmissions, etc.)
- The Offeror must verify that all critical security patches must be applied within 72 hours of critical patch availability.
- Weekly Back-up: The Offeror must establish and maintain on a weekly basis an adequate and secure back-up for all computer software and operating programs, databases and systems, operations, and user documentation in a secure and accessible manner. The backups must be maintained at a secure off-site location in an organized and controlled manner.
- Daily Back-up: The Offeror must establish and maintain (daily) an adequate and secure back-up for all computer software and operating programs, databases and systems, operations, and user documentation that can be changed daily. The backups must be maintained at a secure off-site location in an organized and controlled manner.
- Data discrepancies discovered by the Offeror or reported to the Offeror by DOH will be acknowledged in writing within 3 business days.

- Time to correct data discrepancies will depend on the size and complexity of the update needed. Time to resolution begins once the details of the requested update have been finalized between Alaska and the Offeror:
 - **Small (<.1% of total records in the database/application):** within 5 business days
 - **Medium (.2% - 1% of total records in the database/application):** within 10 business days
 - **Large (>1% of total records in the database/application):** within 15 business days
- The Offeror will notify DOH of application/system problems within twenty-four (24) hours of identification of the problem.
- The Offeror shall notify the DOH and submit a Statement of Work (SOW) for any proposed application or system modifications. The Offeror must provide the DOH with a minimum of fifteen (15) calendar days' advance written notice prior to implementing any non-emergency application changes.

Amendments

The Service Level Requirements may be amended by mutual written agreement from both parties.